

**TRANSPORTATION
ASSISTANT
GS-2102-06**

HOUSEHOLD GOODS

Transportation Assistant
GS-2102-06

INTRODUCTION

This position is located in the Quality of Life Department, Family Service Center Division, Personal Property Branch, Naval Air Station Lemoore. The primary purpose of this position is to counsel patrons, arrange booking and documentation of inbound/outbound shipments and storage of personal property for DOD Military and Civilian personnel to points worldwide. Provides technical expertise concerning personal property transportation matters.

MAJOR DUTIES AND RESPONSIBILITIES

Provides for and conducts orientation sessions and counseling for Personal Property customers. Provides technical support in developing the correct combination of entitlements applicable to conditions and restrictions at new duty stations insert moves. Coordinates the delivery and storage of outbound personal property shipments, performs audits utilizing the Transportation Operation Personal Property Standard System (TOPS). Directs certification of invoices for contractual services. Advises the Traffic Manager of work in progress. Determines priorities, provides advice, counsel or guidance to assure accomplishment of assigned tasks. Interprets the intent, coverage, and content of instructions, guides, precedents, and regulations pertaining to shipment and or storage of household goods. Monitors to completion shipping documents and other documentation relating to shipments.

Provides group and individual orientation and counseling sessions fully informing applicants on the entitlements, limitations, restrictions, and of the government's responsibilities and capability to ensure correct, careful shipment and/or storage of personal possessions such as household goods, unaccompanied baggage, mobile homes, boats, privately owned vehicles, weapons, Do-It-Yourself moves as well as liability, claims, and protection of personal property. Coordinates and arranges contingency plans to move, store, divert, reconsign or relocate personal property during emergencies, or work stoppages.

Interprets new or revised directives, recent regulatory decisions, and new services available to customers to develop the system or procedure for implementation if none exists or to advise personnel of any new benefits, privileges, or responsibilities affecting the shipment needs and services desired by customers, services furnished by the carrier or contractor, courses of action to be taken by the agencies, or changes in conditions and restrictions at duty stations.

Compiles technical information for Military Traffic Management Command directed quarterly report, keeping an accurate account of all lots placed into, removed from, and currently held in storage; the current balance of actual tonnage maintained, the dollar value of all invoices to include initial, monthly, and final Non-Temporary-Storage billings processed for payment, maintaining separate balance for Army, Navy, Air Force, and the Marine Corps. Acts and serves as an ordering officer. Is authorized within the limits of assigned authority to issue and sign delivery. Prepares orders against specific contracts for approval.

KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of TOPS mechanized minicomputer system sufficient to perform duties.

Broad knowledge of entitlements and technical procedures governing the shipment/storage of household goods, unaccompanied baggage, mobile homes, privately owned vehicles, weapons, Do-It-Yourself moves and POV moves as well as claims, liabilities and protection of personal property.

Ability to interpret and apply provisions of a variety of DoD regulations, i.e. entitlements, shipment/storage services and claims/liability for all branches of the service.

Detailed knowledge of commercial transportation practices, ICC/PUC regulations, Government Rate Tenders, rules, regulations and practices, military/civilian appropriations, accounting data and transportation account codes.

Ability to analyze and conduct individual/group counseling situations and resolve problems to the mutual satisfaction of parties concerned.

Ability to communicate orally in a confident, efficient manner and be effective in written communications.

SUPERVISORY CONTROLS

Incumbent receives general guidance from the Traffic Manager in terms of Control Objectives, priorities and shipment arrangements. Incumbent works independently on own initiative referring only unusually complex or controversial cases to Division Director with recommended course of action. Must exercise judgement and ingenuity and apply knowledge gained from past experience in determining proper course of action in cases not specifically addressed in regulations. Work is reviewed in terms of technical soundness, overall effectiveness and customer/contractor comments.

GUIDELINES

Numerous guidelines include official agency shipment regulations, Joint Federal Travel Regulations, Personal Property Traffic Management Regulation, Supplemental Service Regulations, Commercial Tariffs and military Rate Tenders, precedents, new or revised policies/directives, and recent Comptroller General decisions.

Judgement is used by the incumbent in selecting interpreting and applying appropriate technical guides and publications, determining the nature, sources, suitability, and determining the best course of action for the customer from among a number of possible entitlements.

COMPLEXITY

Interprets a variety of orders and determines various entitlements to customers. Judgement and discretion must be exercised in the interpretation of orders and the selection of the best course of action from a number of possible entitlements. Decisions made in connection with eligibility and entitlements commit the Government to a given course of action. Lack of guidance or mis-interpretation of information can result in costing the customer and/or government money and service.

Involves a variety of complex functions, systems and processes which require innovation, thinking, and resourcefulness.

SCOPE AND EFFECT

The work involves a variety of problems relating to effective management of the UNISYS minicomputer system and related software of the TOPS system. Incumbent must read and interpret a variety of technical manuals, to ensure modifications, corrections and upgrades to software and personal property programs are implemented.

The incumbent's work effort affect the accuracy and reliability of further processes of shipment arrangements, billings, handling and transportation services. Accuracy and timeliness directly affect the ability of the division to meet objectives.

PERSONAL CONTACTS

Personal contacts are varied and extensive. Deals directly with all military and civilian personnel of all Rates/Ranks/Grades, often under adverse circumstances, i.e. dispute regarding entitlements, special handling, or carrier/mode assignments, personal property owners/agents, shipping unit personnel, commercial moving and storage carriers/agents/contractors, other DoD activities, station departments, fleet units, HQ MTMC, NAVSUP, and military activities worldwide.

PURPOSE OF CONTACTS

To inform and advise individuals or groups, to clarify or resolve entitlement questions, provide service, answer questions, and clarify information, to coordinate work efforts to effect shipment and storage services.

PHYSICAL DEMANDS

The work is sedentary, although there may be some walking, bending, pulling and carrying of light items, i.e. records, files, and reference material. Incumbent must be able to lift 50 lbs.

WORK ENVIRONMENT

Work is performed in an office setting.